

ABSTRACT OF THE DISCLOSURE

A remote maintenance apparatus is provided. The remote maintenance apparatus includes: a first obtaining part which obtains configuration information of terminals sent from the terminals; a storing part which stores the configuration information while bringing the configuration information into correspondence with generation information; a second obtaining part which obtains configuration information of a failed terminal; and an extraction part which extracts difference information between configuration information obtained by the second obtaining part and configuration information stored in the storing part which has older generation.

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